LIVE-IN CARE · TOTTON, HAMPSHIRE

Live-in care in Totton

Day and Nightcare arranges fully managed live-in care in Totton, Eling, Calmore and the villages nearby after a free assessment (01865 715780); this guide shows how to ask Hampshire County Council for an assessment, where the A&E and urgent treatment centres are, and local help with carers, memory, company, transport and hospice care.

From £1,550 a week

Free initial assessment · A written quote before care begins



IN BRIEF

Day and Nightcare provides fully managed live-in care in Totton, from £1,550 a week. A dedicated live-in carer lives in your home, supporting you through the day and close by at night, and our CQC-registered care team plans, supervises and reviews the care. The initial assessment is free.

OUR CARE, WHERE YOU LIVE

Our live-in care in Totton

Live-in care means one-to-one support in your own home: personal care, medication support, meals, help around the house, getting out and about, and someone close by at night. Whether it suits the person, and whether one carer can support a couple, is worked out at the free assessment. Read more in live-in care explained and how it works day to day.

Dementia care | Care after hospital | End-of-life care | Care for couples | Respite care | Costs and funding

How we arrange live-in care in Totton

Day and Nightcare provides fully managed live-in care in Totton and the villages nearby, from £1,550 a week. One main carer lives in the home; a relief carer covers their holidays and time off, and a manager is on call. Care starts with a free assessment, a written quote and a written care plan.

Care can be paid for privately, by Hampshire County Council (including direct payments) or by NHS Continuing Healthcare. We have provided Discharge to Assess (D2A) care since 2014. If someone is in hospital, tell us the expected discharge date (see care after hospital). Our care team is on 01865 715780.

Arranging care and funding in Totton

Hampshire County Council's Adults' Health and Care arranges adult social care in Totton, not Southampton City Council or New Forest District Council. Call **0300 555 1386** (weekdays 8.30am to 5pm, Tuesdays from 9.30am, Fridays to 4.30pm; out of hours 0300 555 1373), or use the online referral form (weekdays 8am to 8pm, weekends 8.30am to 6.30pm), which the council recommends because phone waits can be long. The needs assessment is free, and anyone can ask for one. With more than £23,250 in savings your relative would usually pay the full cost of care, and the home is not counted when care is at home. Self-funders can ask the council to arrange care at home (if it agrees: £296 once, then £8.75 a week). Financial assessment queries: the council's Financial Assessments and Benefits Team (01962 845600, if you cannot email). See council funding for care and direct payments.

If you help a relative, you have a right to a carer's assessment: the Princess Royal Trust for Carers carries them out for the county council through the Hampshire Carers Support Service (01264 311680), which also gives unpaid carers free information, support and help with an emergency plan.

New Forest District Council collects council tax in Totton and Eling. Our guide to council tax discounts for care explains the national discounts to ask it about, such as the severe mental impairment disregard.

Urgent care and leaving hospital in Totton

- **A&E:** Southampton General Hospital, Tremona Road, open 24 hours.
- **Urgent treatment centres:** the Royal South Hants Hospital in Southampton, 7.30am to 10pm on weekdays and 8am to 10pm at weekends and bank holidays (last patient 9.30pm; walk in or book through NHS 111); and Lymington New Forest Hospital, walk in 8am to 9pm, 365 days a year. Neither is an A&E.

At Southampton General, beds should be free by 11am on the day of discharge, and families arrange transport home. The hospital asks families to say early whether they can help with care at first, and to make sure the patient has access to house keys. Lymington New Forest Hospital (01590 663000) has five inpatient wards, including Deerleap Ward for stroke and general rehabilitation.

The discharge team may also ask the county council's hospital social work team to assess your relative. The council's short-term services after hospital include reablement (free for up to six weeks) and the Rapid Support Service (free for up to 28 days). For NHS Continuing Healthcare, NHS Hampshire and Isle of Wight's All Age Continuing Care team is on 0300 123 4448, option 4 for people with a Hampshire GP.

Local help in Totton

Carers' services, dementia support, transport, befriending and other local help, with phone numbers.

- **Company.** Age Concern Hampshire's Totton social group meets at Parklands, Stannington Way, on Wednesdays from 11am to 1pm, for a suggested donation of £2 (01962 868545).
- **Getting about.** Connect New Forest's wheelchair-accessible minibuses collect registered passengers from home and serve Totton on Tuesdays and Fridays, between 9.15am and 2.45pm. Book with the office on 01425 461751 (weekdays, 9am to 3pm).
- **Memory worries.** Dementia Support Hampshire & IOW gives free peer support, practical advice and outings to people with dementia and family carers (0344 324 6589, weekdays 9am to 5pm). Alzheimer's Society's Dementia Support Service New Forest gives people with dementia, their carers and families personalised help and advice, face to face or by phone (023 8061 0159, Monday to Friday, 9am to 5pm). See live-in dementia care.
- **Equipment.** Free occupational therapy, which can include equipment, can be requested through the GP surgery or the county council; for care technology, the council recommends Argenti (01962 670721).

- **Hospice care.** Oakhaven Hospice gives free care at home and in the hospice for people in the Totton, Waterside and New Forest area, after a referral by the GP or another healthcare professional (24-hour line 01590 670346). Its Day Hospice opens on Mondays, Wednesdays, Thursdays and Fridays, 10.30am to 3.30pm, by referral from the GP, a nurse specialist or the hospital team, and carers of its patients can come to a respite day there on the second Tuesday of each month.

What may change soon

Hampshire's council reorganisation is undecided: the Government withdrew its earlier decision in September 2026 and expects an outcome by early 2027. Until then, the councils named here stay responsible.

USEFUL LOCAL CONTACTS

Useful contacts in Totton

The council, NHS teams, hospitals and local services you are most likely to need in Totton, with links to their official pages. Open any heading for the details.

Council and care assessments

Adult social care in Totton is arranged by Hampshire County Council. Anyone who appears to need care can ask for a free care needs assessment, whatever their savings. If the council funds care, you can usually take it as a direct payment and use it for live-in care from us.

- **Hampshire County Council:** ask for a care needs assessment (telephone 0300 555 1386); carer's assessment.

NHS Continuing Healthcare

When someone's main need is a health need, the NHS pays for all of their care through NHS Continuing Healthcare, and it is not means-tested. For Totton it is arranged by NHS Hampshire and Isle of Wight Integrated Care Board (Continuing Healthcare information). See our NHS Continuing Healthcare guide.

Hospitals near Totton

If someone is in hospital, tell us the expected discharge date as early as you can, and we will work with you and the discharge team on when live-in care can start.

- Southampton General Hospital: Emergency department (A&E) open 24 hours; Tremona Road, Southampton SO16 6YD; 023 8077 7222. (leaving hospital information)
- Lymington New Forest Hospital: Five inpatient wards including stroke and general rehabilitation; Urgent Treatment Centre provided by PHL, walk in 8am to 9pm, 365 days a year (not an A&E); 01590 663000.
- Urgent Treatment Centre, Royal South Hants Hospital: Southampton; run by Practice Plus Group: weekdays 7.30am to 10pm, weekends and bank holidays 8am to 10pm, last patient 9.30pm; walk in or book through NHS 111. Not an A&E.

Local support and charities

- Hampshire Carers Support Service (The Princess Royal Trust for Carers in Hampshire): Carers' support (01264 311680)
- Oakhaven Hospice: Hospice (01590 670346)
- Age Concern Hampshire: Totton Social Group, Parklands: Community support (01962 868545)
- Connect New Forest (Community First): Community transport (01425 461751)
- Dementia Support Hampshire & IOW: Dementia support (0344 324 6589)
- Alzheimer's Society: Dementia Support Service New Forest: Dementia support (023 8061 0159)
- Healthwatch Hampshire: Healthwatch: your independent voice on health and care (01962 440 262)

Council tax

Council tax in Totton, including discounts for people with a severe mental impairment, for disabled people and for some carers, is handled by New Forest District Council. See council tax discounts for care.

Villages around Totton

Eling · Testwood · Calmore · Hounsdown · Rushington · Netley Marsh · Woodlands · Ower · Copythorne · Cadnam · Ashurst · Marchwood

YOUR QUESTIONS

Questions about live-in care in Totton

Who do I call in Totton to ask for a care assessment?

Hampshire County Council arranges adult social care in Totton, not Southampton City Council, even though the city is next door. Call Adults' Health and Care on 0300 555 1386 (weekdays 8.30am to 5pm, Tuesdays from 9.30am, Fridays to 4.30pm) or use the council's online referral form; out of hours, call 0300 555 1373. A relative who helps can ask the Hampshire Carers Support Service (01264 311680) for a carer's assessment, which the Princess Royal Trust for Carers carries out for the county council.

Which hospital do people in Totton use?

For emergencies, Southampton General Hospital on Tremona Road, whose A&E is open 24 hours. For urgent minor injuries and illnesses there are two urgent treatment centres: the Royal South Hants Hospital in Southampton (7.30am to 10pm on weekdays, 8am to 10pm at weekends) and Lymington New Forest Hospital (walk in 8am to 9pm every day). Neither is an A&E. In a life-threatening emergency, call 999.

Is there hospice care at home in Totton?

Yes. Oakhaven Hospice in Lymington gives free palliative care in the hospice and at home to people living in the Totton, Waterside and New Forest area, after a referral by the GP or another healthcare professional. Once referred, patients and those caring for them can call its advice and support line on 01590 670346, 24 hours a day.

How much does live-in care cost in Totton?

Live-in care with Day and Nightcare costs from £1,550 a week in Totton, the same as everywhere in England, for one person with a carer who rests at night. That includes our care team's management (the assessment, care plan, reviews, supervision and the on-call manager) and the carer's food; break cover and the carer's travel are extra. For a couple it is from £1,800 a week, where one carer can safely meet both partners' needs. You receive a written quote after a free assessment.

Can the council help pay for live-in care in Totton?

Yes, if the person's care needs meet the national eligibility criteria and their savings are below £23,250 (2026/27). Adult social care in Totton is arranged by Hampshire County Council. Ask for a care needs assessment; if you are eligible, council funding can usually be taken as a direct payment and used for live-in care from us.

Can live-in care start when someone leaves Southampton General Hospital?

It can. Tell us the expected discharge date as early as you can, and we will work with you and the ward's discharge team on when live-in care can start. We can often start within 24 to 48 hours of the assessment, depending on carer availability, and we confirm the start date once a carer is arranged. We have provided Discharge to Assess (D2A) care since 2014.

Sources and further information

- NHS website: Hampshire County Council Adult Services
- Hart District Council: Care and support for adults (Hampshire Adult Services numbers)
- Connect to Support Hampshire: Council services
- The Princess Royal Trust for Carers in Hampshire: About us
- New Forest District Council: Council tax report 2021/22 (parish council tax by town)
- NHS website: Southampton General Hospital, accident and emergency services
- Practice Plus Group Urgent Treatment Centre, Southampton
- Hampshire and Isle of Wight Healthcare: Lymington New Forest Hospital
- University Hospital Southampton: Your stay in hospital
- Connect to Support Hampshire: Hospital stays
- NHS Hampshire and Isle of Wight: All Age Continuing Care contact details
- Dementia Support Hampshire & IOW
- Age Concern Hampshire: Social groups
- Community First: Connect New Forest
- Oakhaven Hospice: In your home
- Alzheimer's Society: Dementia Support Service New Forest
- GOV.UK: Local Government Reorganisation moves forward in five counties (29 October 2026)
- NHS website: Getting a care needs assessment
- Hampshire County Council: Start a referral
- Hampshire County Council: Carers

- Hampshire County Council: Paying for care at home
- Hampshire County Council: Reablement
- Hampshire County Council: Rapid Support Service
- Oakhaven Hospice: In our Day Hospice
- Oakhaven Hospice: Carer support

Price
From £1,550 a week

Covers
Totton and nearby villages

CQC rating
Good

Assessment
Free, with no obligation

Live-in care elsewhere in Hampshire

All of Hampshire | Winchester | Basingstoke | Andover | Alton | Petersfield | Tadley | Fleet | Lymington | Romsey | Fordingbridge | Eastleigh | Hythe | Fareham | Gosport | Havant | Bordon | Southampton | Portsmouth

Talk to our care team: 01865 715780
enquiries@dayandnightcare.co.uk · Out of hours: 07775 686272
Day and Nightcare Live In Limited, 9 Hollow Way, Cowley, Oxford OX4 2NA
CQC overall rating: Good (report published 20 April 2018)

The latest version of this page: **www.dayandnightcare.co.uk/live-in-care/hampshire/totton/**
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Information, not advice: please check anything important with the organisation named.